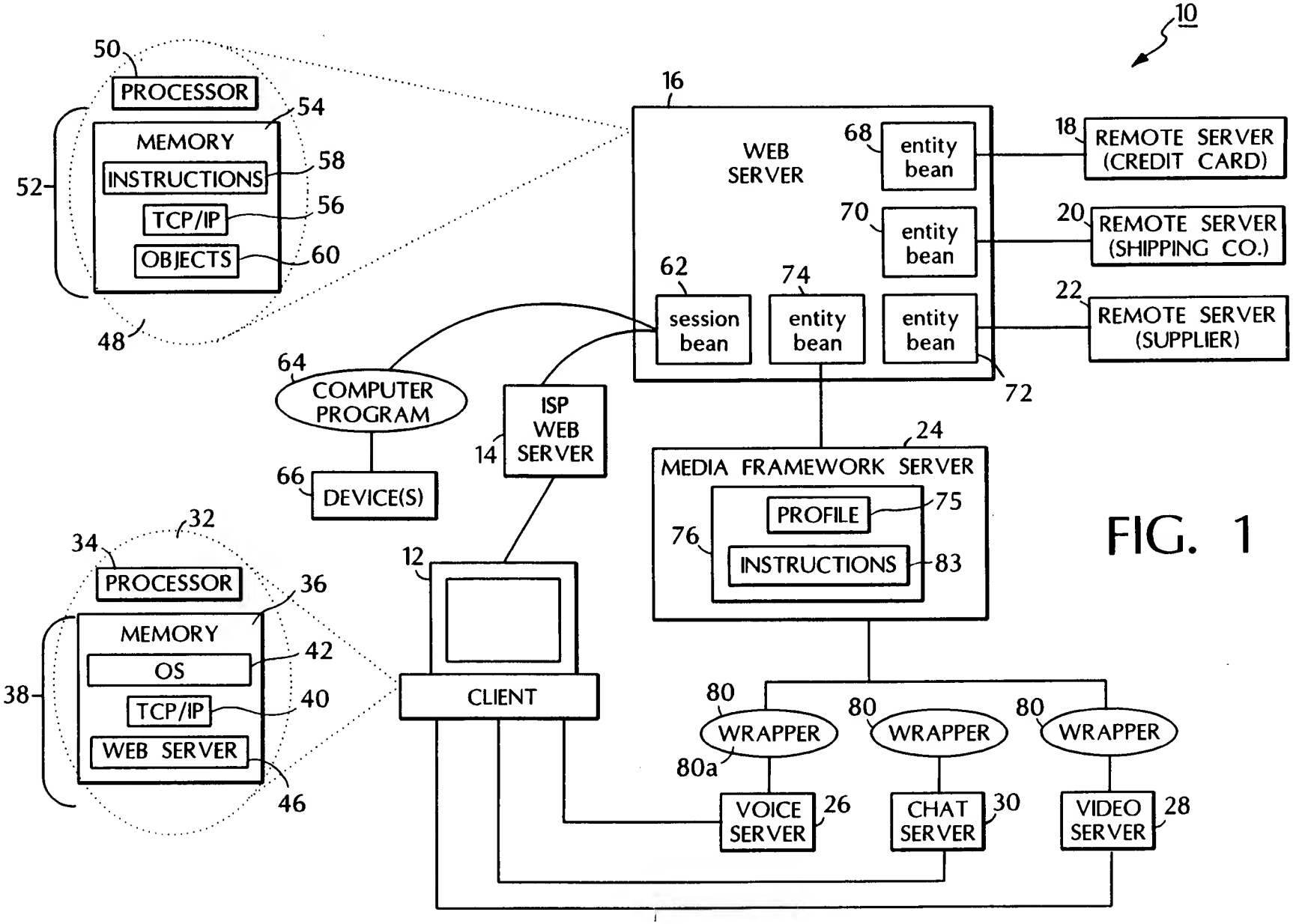
10
50
PROCESSOR
54
MEMORY
58
INSTRUCTIONS
56
TCP/IP
60
OBJECTS
52
48
16
WEB SERVER
68
entity bean
18
REMOTE SERVER (CREDIT CARD)
70
entity bean
20
REMOTE SERVER (SHIPPING CO.)
62
session bean
74
entity bean
entity bean
22
REMOTE SERVER (SUPPLIER)
72
64
COMPUTER PROGRAM
66
DEVICE(S)
ISP WEB SERVER
14
24
MEDIA FRAMEWORK SERVER
PROFILE
75
76
INSTRUCTIONS
83
32
34
PROCESSOR
36
MEMORY
42
OS
38
TCP/IP
40
WEB SERVER
46
12
CLIENT
80
WRAPPER
80a
80
WRAPPER
80
WRAPPER
VOICE SERVER
26
CHAT SERVER
30
VIDEO SERVER
28

FIG. 1

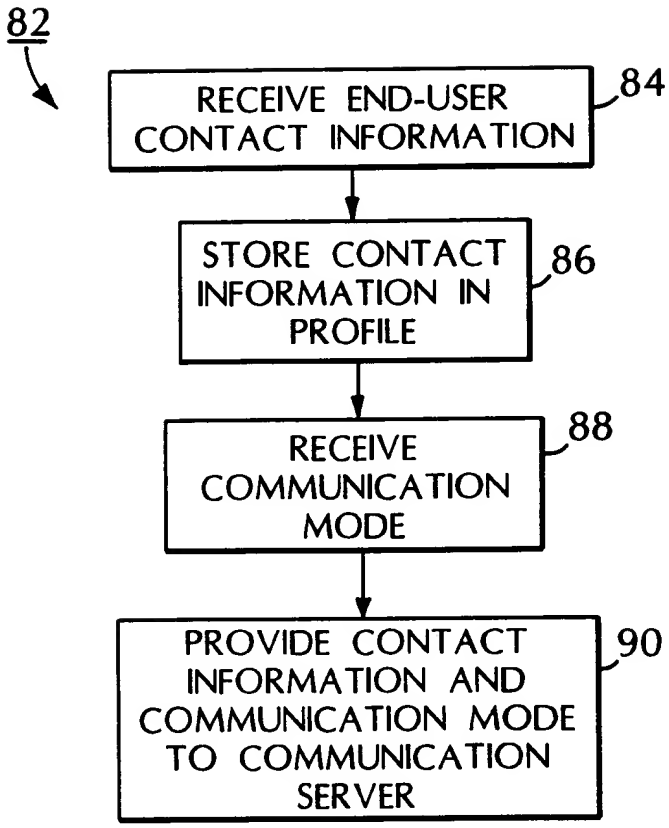
82
RECEIVE END-USER CONTACT INFORMATION
84
STORE CONTACT INFORMATION IN PROFILE
86
RECEIVE COMMUNICATION MODE
88
PROVIDE CONTACT INFORMATION AND COMMUNICATION MODE TO COMMUNICATION SERVER
90

FIG. 2